

From: Mayor Michael A. Tautznik [miket@easthampton.org]
Sent: Tuesday, February 10, 2009 11:30 AM
To: Williams, Catrice (DTC)
Subject: Verizon

Dear Secretary Williams,

Please accept this message in response to your Request for Comment on a possible regional investigation of the Verizon telephone system service quality in Western Massachusetts.

It appears to this office that the copper infrastructure in Easthampton is not being maintained or appropriately updated. In addition, the removal and replacement of jointly owned (Verizon & WMECO) utility poles is routinely delayed, and double poles are routinely left standing, because of a slow response by Verizon work crews. I would encourage the Massachusetts Department of Telecommunications and Cable to find that there is a reasonable basis for investigation of the Verizon service quality in all four of the Western Massachusetts counties.

Thank you for this opportunity to comment.

Sincerely yours,

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